

Privacy Policy

Introduction

Asancha we are committed to protecting and respecting your privacy. This Privacy Policy outlines how we collect, use, store, and disclose your personal information in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Information We Collect

We may collect and process the following personal data:

- **Personal Identification Information:** Name, address, email address, phone number.
- **Financial Information:** Bank account details, payment information.
- **Property Preferences:** Details regarding property interests and criteria.
- **Technical Data:** IP address, browser type, and usage data collected through cookies and similar technologies.

How We Collect Information

We collect personal data through:

- **Direct Interactions:** When you fill out forms on our website, communicate with us via phone, email, or otherwise.
- **Automated Technologies:** As you interact with our website, we may automatically collect technical data using cookies.

Use of Personal Data

We use your personal data for the following purposes:

- **Service Delivery:** To provide property sourcing services and communicate relevant information.
- **Transaction Processing:** To manage payments, fees, and charges.
- **Client Support:** To respond to inquiries and provide customer support.
- **Marketing Communications:** To inform you about services, offers, and events that may interest you, with your consent.
- **Legal Compliance:** To fulfill our legal obligations, such as anti-money laundering requirements.

Legal Basis for Processing

Our processing of your personal data is based on:

- **Contractual Necessity:** Processing necessary for the performance of a contract with you.

- **Legal Obligation:** Compliance with legal and regulatory obligations.
- **Legitimate Interests:** Processing for our legitimate interests, provided your rights and interests do not override these.
- **Consent:** Where you have provided explicit consent for specific processing activities.

Data Sharing

We may share your personal data with:

- **Service Providers:** Third parties who provide services on our behalf, such as payment processors and IT support.
- **Professional Advisors:** Including lawyers, bankers, auditors, and insurers.
- **Regulatory Authorities:** As required by law or regulation.

Data Security

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction.

Data Retention

We retain personal data only for as long as necessary to fulfill the purposes for which it was collected, including legal, accounting, or reporting requirements.

Your Rights

Under the GDPR, you have the right to:

- **Access:** Request access to your personal data.
- **Rectification:** Request correction of inaccurate or incomplete data.
- **Erasure:** Request deletion of your personal data.
- **Restriction:** Request restriction of processing your personal data.
- **Data Portability:** Request transfer of your data to another party.
- **Objection:** Object to the processing of your personal data.

To exercise these rights, please contact us using the information provided below.

Contact Information

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

- **Email:** info@asancha.co.uk

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and where appropriate, notified to you by email.